

Construction Industry Training Centre Inc.

CANCELLATION – REFUND / TRANSFER POLICY

THE CITC WILL ISSUE A FULL REFUND OF FEES OR WILL TRANSFER YOUR FEES PAID IF PREFERRED IF EITHER OF THE FOLLOWING OCCURS:

1. CITC INITIATED CANCELLATION

The CITC will make every effort to deliver training as advertised. However, there are times due to lack of student numbers where we are required to cancel a course. Should this occur, you will be notified as soon as possible and a full refund of fees paid will be issued by cheque and without prejudice. Alternatively, if you opt to transfer to a later course, the fees paid can be transferred to that course.

2. STUDENT/AGENT INITIATED CANCELLATION

Where a Student/Agent cancels off a course in accordance with CITC procedure (*refer CITC 4.11 – Cancellation - Transfer Procedure*), the Accounts Manager will issue a cheque for the full refund amount to the person who paid the original amount.

Students/Agents also have the option of transferring fees paid to a later course as long as it is the same course as the original booking and as long as the course commences in the same calendar year as the original course.

THE CITC WILL NOT ISSUE ANY REFUND OR TRANSFER FUNDS AND MAY SEEK FULL COST IF THE FOLLOWING OCCURS:

THE STUDENT/AGENT FAILS TO NOTIFY THE CITC OF NON ATTENDANCE

Where a student has failed to attend a course and has not or the agent has not notified the CITC, no refund will be issued.

In addition to this, if the training was offered at the CITB subsidised rate the CITC will invoice the Student/Agent for the full, unsubsidised cost of the training. That cost is clearly stated in the Terms and Conditions and the Offer of Enrolment which are posted to the Student/Agent at the time of enrolment.

The CITC is able to offer training at a subsidised rate where a student has a valid Construction Industry Training Board(CITB) ID Number. The balance of the full cost of training will be claimed from the CITB on successful completion of that training. If a student fails to attend a course and the CITC has not been notified in accordance with the Cancellation, Transfer Procedure, that student's place cannot be given to someone else at such short notice. This means that the CITC is unable to make a claim to the CITB for the balance of the full cost of training. The balance of the cost is therefore the responsibility of the Student/Agent as stated in the CITC Terms and Conditions.

IT IS IN ALL STUDENTS' INTERESTS TO BE INFORMED OF THEIR OBLIGATIONS PRIOR TO COURSE ENROLMENT (REFER CITC 4.11 – CANCELLATION – REFUND/TRANSFER PROCEDURE)